

**FEATURING BEST PRACTICES  
OF STATE AGENCIES AND INSTITUTIONS OF THE  
COMMONWEALTH OF VIRGINIA**

**Process Efficiency**

**Combined Learner's Permit and Driver's License  
Application Process**

**Virginia Department of Motor Vehicles  
implemented this best practice  
in July 1, 1995**

*Qualifying under the  
Best Practices catalogue*

3 Provide Capabilities  
31 Manage resources and capabilities  
312 Deliver products and services to customers

**Best Practice Summary  
(how it works, how you measure it)**

A minor applies for a learner's permit and at the same time makes application and pays the fee for his driver's license. At the successful completion of driver's education, the driving instructor forwards the certification of completion to DMV. The certificate (signed by the parent) along with the learner's permit equals a temporary driver's license. Upon receipt of the certificate, DMV issues the permanent driver's license and forwards to the court for presentation to the minor.

## **Impact on the Process Organizational Performance (OUTCOMES)**

This "combined" application process positively affects the customer and DMV. The customer only makes one trip to DMV as opposed to two. This reduces customer service traffic by approximately 70,000 customers annually. It also allows DMV to provide additional services to customers without impacting customer wait-time.

## **Best Practice Qualification**

The process is clearly superior to the alternatives, resulting in a high level of customer satisfaction.

## **For Additional Information**

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